

ATTORNEY DOCKET NUMBER
062891.0665

1, FW 2151
PATENT
10/016,862



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel Shaffer et al.
Serial No.: 10/016,862
Filing Date: December 13, 2001
Group Art Unit: 2151
Title: METHOD AND SYSTEM FOR AUTOMATIC CALL DISTRIBUTION
BASED ON NETWORK RESOURCE AVAILABILITY AND AGENT
SKILLS

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on the date shown below.

Gray Baggett
Name

5/12/2005
Date of Signature

REQUEST FOR STATUS

Please advise the status of the above-identified patent application. The Filing Receipt was received January 10, 2002. Applicants are currently awaiting a first Office Action.

REMARKS

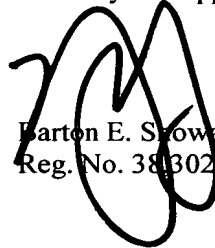
Under 37 C.F.R. § 1.702(a)(1), it has been over fourteen months since the filing date of this Application and neither a Notification under 35 U.S.C. § 132 nor a Notice of Allowance under 35 U.S.C. § 151 have been received. Thus, a period of adjustment of patent term due to examination delay is accruing in accordance with 37 C.F.R. § 1.703(a)(1).

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If there are any matters that can be resolved through a telephone conference, please contact the undersigned attorney for Applicants at the telephone number listed below.

Respectfully submitted,
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